

[illegible]

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION



(PTO-1449)

ATTY. DOCKET NO.

1509-247

SERIAL NO.

09/994,915

APPLICANT

HICKEY, Marianne et al

FILING DATE

11/27/2001

GROUP

2142

U.S. PATENT DOCUMENTS

| EXAMINER'S INITIALS | PATENT NO. | DATE | NAME | CLASS | SUBCLASS | FILING DATE |
|------------------------|------------|---------|-------------------------------|-------|----------|----------------|
| CN | 5,758,281 | 05-1998 | EMERY et al. | | | |
| CN | 5,907,547 | 05-1999 | FOLADARE et al. | | | |
| CN | 5,914,951 | 06-1999 | BENTLEY et al. | | | |
| CN | 5,954,798 | 09-1999 | SHELTON et al. | | | |
| CN | 5,956,027 | 09-1999 | KRISHNAMURTHY, Balachander | | | |
| CN | 6,006,269 | 12-1999 | PHAAL, Peter | | | |
| CN | 6,035,332 | 03-2000 | INGRASSIA et al. | | | |
| CN | 6,076,100 | 06-2000 | COTTRILLE et al. | | | |
| CN | 6,166,730 | 12-2000 | GOODE et al. | | | |
| CN | 6,167,432 | 12-2000 | JIANG, Barclay Ruiqing | | | |
| CN | 6,181,697 | 01-2001 | NURENBERG et al. | | | |
| CN | 6,259,701 | 07-2001 | SHUR et al. | | | |
| CN | 6,295,550 | 09-2001 | CHOUNG et al. | | | |
| CN | 6,295,551 | 09-2001 | ROBERTS et al. | | | |
| CN | 6,311,231 | 10-2001 | BATEMAN et al. | | | |
| CN | 6,349,290 | 02-2002 | HOROWITZ et al. | | | |
| CN | 6,385,646 | 05-2002 | BROWN et al. | | | |
| CN | 6,418,471 | 07-2002 | SHELTON et al. | | | |
| CN | 6,430,567 | 08-2002 | BURRIDGE, Richard N. | | | |
| CN | 6,442,590 | 08-2002 | INALA et al. | | | |
| CN | 6,487,195 | 11-2002 | CHOUNG et al. | | | |
| CN | 6,654,457 | 11-2003 | BEDDUS et al. | | | |
| CN | 6,654,815 | 11-2003 | GOSS et al. | | | |
| CN | 6,665,395 | 12-2003 | BUSEY et al. | | | |
| CN | 6,687,241 | 02-2004 | GOSS, Raymond G. | | | |
| CN | 6,687,877 | 02-2004 | SASTRY et al. | | | |
| CN | 6,690,654 | 02-2004 | ELLIOTT et al. | | | |
| CN | 6,697,858 | 02-2004 | EZERZER et al. | | | |
| CN | 6,714,987 | 03-2004 | AMIN et al. | | | |
| CN | 6,747,970 | 06-2004 | LAMB et al. | | | |
| CN | 6,748,420 | 06-2004 | QUATRANO et al. | | | |

[Handwritten signature]

12/17/25

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION



(PTO-1449)

ATTY. DOCKET NO.
1509-247

SERIAL NO.
09/994,915

APPLICANT
HICKEY, Marianne, et al

FILING DATE
11/27/2001

GROUP
2142

U.S. PATENT DOCUMENTS

| EXAMINER'S INITIALS | PATENT NO. | DATE | NAME | CLASS | SUBCLASS | FILING DATE |
|------------------------|--------------|---------|-------------------------------|-------|----------|----------------|
| CMW | 6,212,268 B1 | 3/2001 | Nielsen | | | |
| CMW | 6,006,269 | 12/1999 | Phaal | | | |
| CMW | 5,848,143 | 12/1998 | Andrews et al | | | |
| CMW | 5,838,682 | 11/1998 | Dekelbaum et al | | | |
| CMW | 5,884,0320 | 3/1999 | Bateman et al | | | |
| CMW | 5,954,798 | 09-1999 | SHELTON et al. | | | |
| CMW | 5,956,027 | 09-1999 | KRISHNAMURTHY, Balachander | | | |
| CMW | 6,035,332 | 03-2000 | INGRASSIA et al. | | | |
| CMW | 6,076,100 | 06-2000 | COTTRILLE et al. | | | |
| CMW | 6,166,730 | 12-2000 | GOODE et al. | | | |
| CMW | 6,167,432 | 12-2000 | JIANG, Barclay Ruiquing | | | |
| CMW | 6,181,697 | 01-2001 | NURENBERG et al. | | | |
| CMW | 6,259,701 | 07-2001 | SHUR et al. | | | |
| CMW | 6,295,550 | 09-2001 | CHOUNG et al. | | | |
| CMW | 6,295,551 | 09-2001 | ROBERTS et al. | | | |
| CMW | 6,311,231 | 10-2001 | BATEMAN et al. | | | |
| CMW | 6,349,290 | 02-2002 | HOROWITZ et al. | | | |
| CMW | 6,418,471 | 07-2002 | SHELTON et al. | | | |
| CMW | 6,430,567 | 08-2002 | BURRIDGE, Richard N. | | | |
| CMW | 6,434,599 | 08-2002 | PORTER, Swain W. | | | |
| CMW | 6,442,590 | 08-2002 | INALA et al. | | | |
| CMW | 6,487,195 | 11-2002 | CHOUNG et al. | | | |
| CMW | 6,654,457 | 11-2003 | BEDDUS et al. | | | |
| CMW | 6,654,815 | 11-2003 | GOSS et al. | | | |
| CMW | 6,665,395 | 12-2003 | BUSEY et al. | | | |
| CMW | 6,687,241 | 02-2004 | GOSS, Raymond G. | | | |
| CMW | 6,687,877 | 02-2004 | SASTRY et al. | | | |
| CMW | 6,690,654 | 02-2004 | ELLIOTT et al. | | | |
| CMW | 6,697,858 | 02-2004 | EZERZER et al. | | | |
| CMW | 6,714,987 | 03-2004 | AMIN et al. | | | |
| CMW | 6,747,970 | 06-2004 | LAMB et al. | | | |

Q4PR

12/17/05

| 6,810,405 | | 10-2004 | Larue et al | | | | | |
|--|----------------|------------|----------------|-----------------|----------|-------------|----|--|
| FOREIGN PATENT DOCUMENTS | | | | | | | | |
| EXAMINER'S INITIALS | PATENT NO. | DATE | COUNTRY | CLASS | SUBCLASS | Translation | | |
| CV | WO 98/37687 A1 | 08/27/1998 | WIPO | | | Yes | No | |
| CV | WO 98/59461 A2 | 12/30/1998 | WIPO | | | Yes | No | |
| CV | WO 99/18514 A1 | 04/15/1999 | WIPO | | | Yes | No | |
| CV | WO 00/03329 A1 | 1/20/2000 | WIPO | | | Yes | No | |
| CV | WO 01/03036 A1 | 01/11/2001 | WIPO | | | Yes | No | |
| CV | WO 01/24092 A1 | 04/05/2001 | WIPO | | | Yes | No | |
| CV | 0 829 996 A2 | 3/18/1998 | Europe | | | Yes | No | |
| CV | WO9834391 | 8/1998 | WIPO | | | | | |
| CV | WO9914930 | 3/1999 | WIPO | | | | | |
| CV | 2 359 215 A | 8/15/2001 | United Kingdom | | | Yes | No | |
| CV | 00/4118 | 7/2000 | WIPO | | | | | |
| CV | 01/08061 | 2/2001 | WIPO | | | | | |
| CV | 00/58867 | 10/2000 | WIPO | | | | | |
| CV | 99/26153 | 5/1999 | WIPO | | | | | |
| CV | 01/28206A1 | 4/2001 | WIPO | | | | | |
| CV | 2342529A | 4/2000 | GB | | | | | |
| CV | 2320843A | 7/1998 | GB | | | | | |
| CV | 0820028A2 | 1/1998 | EP | | | | | |
| CV | 0838770A2 | 4/1998 | EP | | | Yes | No | |
| OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.) | | | | | | | | |
| Neff, Todd, The Multimedia Contact Center: Corporate Façade or Human Face? Page 1. By Todd Neff, The Murrow Center. April 10, 2000 http://itc.mit.edu/rpcp/Pubs/Theses/neff.pdf | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| EXAMINER | | | | DATE CONSIDERED | | | | |
| [Signature] | | | | 12/17/05 | | | | |

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.